

Message: Can't display 3D symbol.

Reference Number: **KB-01129**

Last Modified: **July 20, 2021**

The information in this article applies to:



DESCRIPTION

When I work in any of my old plan files, a message tells me,

Can't display 3D symbol 'X' because could not find library file.

Why is this message displaying and what should I do about it?

RESOLUTION

With each new program release, changes are made to the Chief Architect library. Over the years, these changes have affected its organization, content, and how the content is used and saved.

This message will display if you open a plan file created in an old program version - typically, Chief Architect 7 or prior, or 3D Home Architect version 3 or 4.


To resolve the issue, make a note of the 3D symbol's name as it may be helpful in finding the object in the plan.

Next, find the object in question, delete it, and replace it with a new symbol from the Library Browser.

- An object with missing symbol data will appear to be present in floor plan view; but, in a camera view it will not be visible.
- An object with missing symbol data will also be missing the preview image in its specification dialog.



[\(https://chieftalk.chiefarchitect.com/\)](https://chieftalk.chiefarchitect.com/)

 [\(/blog/\)](#)



[\(https://www.facebook.com/ChiefArchitect\)](https://www.facebook.com/ChiefArchitect)



[\(https://www.youtube.com/user/ChiefArchitectInc\)](https://www.youtube.com/user/ChiefArchitectInc)



[\(https://www.instagram.com/chiefarchitectsoftware/\)](https://www.instagram.com/chiefarchitectsoftware/)



[\(https://www.houzz.com/pro/chiefarchitect/\)](https://www.houzz.com/pro/chiefarchitect/)



[\(https://www.pinterest.com/chiefarchitect/\)](https://www.pinterest.com/chiefarchitect/)